

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS - ATASCADERO
PROGRAM ACCOUNT MANAGER**

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| JOB CLASSIFICATION: STAFF SERVICES ANALYST |
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1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under the direction of the Nursing Coordinator and in conjunction with Program Management, the Staff Services Analyst (SSA) - Account Manager is responsible for database management of all program patients and employees and will perform a variety of consultative, analytical and information tracking duties.

- 50% **Reviews and tracks all Special Incident Reports (SIR) for the program and provides analysis related to the type of incident. Collaborates with Program Management and Standards and Compliance Department (SCD) staff to identify if/when more information is required. Works closely with the Health and Safety Department when an SIR meets criteria for completion of the Workplace Violence forms.**

Reviews and deliver forms to each unit which includes, but is not limited to vital signs sheets, physical survey and enrichment rosters. Upon completion and the return of forms, verifies the information, evaluates and implements appropriate solutions to resolve inaccuracies.

Audit daily staffing information to ensure accuracy utilizing the Nursing Acuity Database (NADB), sign-in sheets and logs. Provides suggestions for areas of improvement to program management.

- 20% **Acts as liaison and collaborates and consults with Technology Services Department to request permissions for new accounts, or any issues related to computers and printers.** Attend monthly Account Manager meetings and weekly Program meetings.

- 15% **Audit and prepare clear and concise statistical reports** on a monthly, quarterly and Ad Hoc basis. **Participates in the monitoring of Plans of Corrections (POC) as identified by SCD to comply with California Department of Public Health (CDPH) licensing standards, the Joint Commission, or other outside agencies and provides feedback and suggestions for compliance.**

- 15% **Back up coverage for the Program Training Coordinator:**
Assist with the scheduling of all newly assigned employees to the program. Collaborates with the Training Department to assign employees to training, resolves scheduling conflicts, evaluates and implements appropriate training changes. Coordinates the development and implementation of a comprehensive Safety and Program Orientation for newly appointed and

newly hired Program personnel.

For Mandatory training, the Training Coordinator consults with the Training Department, Central Nursing Services, and Discipline Chiefs, provides recommendations and coordinates scheduling of all assigned employees and newly added trainings to maintain the program's training calendar. Resolves conflicts, evaluate and implement appropriate training changes, and notifies the supervisor of their employee's training needs.

For specialized training, the Training Coordinator assist in the development and implementation of training classes, workshops, seminars, in-service, and out-service training sessions. Completes the out-service training request forms, travel authorization requests, and travel expense claims.

Enter training into the training data base, monitor the data, develop and maintain accurate reports pertaining to staff training, certifications, and licensure. Develop and analyze training compliance reports. Audit and prepare clear and concise statistical reports on a monthly, quarterly and Ad Hoc basis. Independently compose correspondence related to assignments, workgroups and responds to requests for information from management/administration and other Departments.

2. SUPERVISION RECEIVED

Nursing Coordinator

3. SUPERVISION EXERCISED

N/A

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization.

ABILITY TO: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.

5. REQUIRED COMPETENCIES

INFECTION CONTROL: Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY: Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards.

THERAPEUTIC STRATEGIES AND INTERVENTIONS: Apply and demonstrate knowledge of correct methods in the management of assaultive behavior as taught in Therapeutic Strategies and Interventions (TSI).

CULTURAL AWARENESS: Demonstrates awareness to multicultural issues in the workplace which enable the employee to work effectively.

RELATIONSHIP SECURITY: Maintains relationship security in the work area; takes effective action and monitors, per policy, any suspected employee/patient boundary violations.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION: Maintains and safeguards the privacy and security of the patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

CPR: N/A

SITE SPECIFIC COMPETENCIES

- Work with various computer programs and databases.
- Communicate verbally and in writing with Program management, Unit Supervisors, Program employees and various other Department personnel.
- Create and maintain accurate tracking tools.

TECHNICAL PROFICIENCY (SITE SPECIFIC)

- Understand and apply hospital policies and procedures
- Ability to use Personal Computer with Windows operating system. Use of computerized databases (e.g. Special Incident Report (SIR) Database, Training Database, WaRMSS, Access, Excel, Power Point, Nursing Acuity Database, ASSIST, etc.)
- Ability to write clear, accurate, professional administrative reports.

6. LICENSE OR CERTIFICATION

N/A

7. TRAINING - Training Category 6

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

Required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. Required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

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| _____ Employee Signature | _____ Print Name | _____ Date |
| _____ Supervisor Signature | _____ Print Name | _____ Date |
| _____ Reviewing Officer's Signature | _____ Print Name | _____ Date |